

WHAT IS CLAIMED IS:

1. A remote maintenance apparatus used for  
maintenance of terminals connected to a network,  
5 comprising:

a first obtaining part which obtains  
configuration information of terminals sent from  
said terminals;

10 a storing part which stores said  
configuration information obtained by said first  
obtaining part while bringing said configuration  
information into correspondence with generation  
information;

15 a second obtaining part which obtains  
configuration information of a failed terminal which  
is associated with failure information which is sent  
from said failed terminal, or, which obtains  
configuration information of said failed terminal by  
20 identifying the newest configuration information of  
said failed terminal which is stored in said storing  
part; and

an extraction part which extracts  
difference information between configuration  
information obtained by said second obtaining part  
25 and configuration information stored in said storing  
part.

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2. A remote maintenance apparatus used for  
maintenance of terminals connected to a network,  
comprising:

35 an obtaining part which obtains  
configuration information of terminals sent from  
said terminals;

a storing part which stores the newest

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configuration information of each terminal obtained by said obtaining part;

5 a generation part which identifies terminals to which resources are distributed on the basis of said resources and configuration information stored in said storing part, and generates a list describing correspondence between said resources and said terminals to which said resources are distributed; and  
10 a distribution part which distributes said resources described in said list to said terminals described in said list.

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3. The remote maintenance apparatus as claimed in claim 2, wherein said distribution part sends a part pertinent to a terminal in said list to  
20 said terminal.

25 4. The remote maintenance apparatus as claimed in claim 1, further comprising:  
an issuing part which issues, to a terminal, an instruction for said terminal to send configuration information when a configuration  
30 information ID sent from said terminal is not the same as the newest configuration information ID which is stored in said storing part; and  
wherein said first obtaining part obtains configuration information sent in response to said  
35 instruction.

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5. The remote maintenance apparatus as claimed in claim 2, further comprising:

5           an issuing part which issues, to a terminal, an instruction for said terminal to send configuration information when a configuration information ID sent from said terminal is not the same as the newest configuration information ID  
10          which is stored in said storing part; and  
            wherein said obtaining part obtains configuration information sent in response to said instruction.

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6. The remote maintenance apparatus as claimed in claim 1, further comprising:

20           a collection part which collects start date and time information, and, end date and time information of maintenance work performed in terminals; and

            a generation part which generates  
25          evaluation information of maintenance work from said date and time information collected by said collection part.

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7. The remote maintenance apparatus as claimed in claim 2, further comprising:

            a collection part which collects start  
35          date and time information, and, end date and time information of maintenance work performed in terminals; and

a generation part which generates evaluation information of maintenance work from said date and time information collected by said collection part.

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8. A terminal which is connected to a remote maintenance apparatus via a network, comprising:  
an input part which inputs user information;  
a collection part which collects apparatus information of said terminal and configuration information of said terminal when said input part inputs said user information; and  
a send part which sends said apparatus information and said configuration information, and said user information to said remote maintenance apparatus while maintaining correspondences of said apparatus information, said configuration information and said user information.

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9. The terminal as claimed in claim 8, wherein said collection part collects changed configuration information when a configuration of said terminal is changed, and  
said send part sends said changed configuration information to said remote maintenance apparatus while bringing said configuration information into correspondence with said apparatus information.

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information obtained by said first obtaining program code means while bringing said configuration information into correspondence with generation information;

5           a second obtaining program code means which obtains configuration information of a failed terminal which is associated with failure information which is sent from said failed terminal, or, which obtains configuration information of said  
10 failed terminal by identifying the newest configuration information of said failed terminal which is stored in said storing part;

          an extraction program code means which extracts difference information between  
15 configuration information obtained by said second obtaining program code means and configuration information stored in said storing part.

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          15. A computer readable medium storing program code for causing a computer to perform processes of a remote maintenance apparatus used for  
25 maintenance of terminals connected to a network, comprising:

          an obtaining program code means which obtains configuration information of terminals sent from said terminals;

30           a program code means which accesses a storing part which stores the newest configuration information of each terminal obtained by said obtaining program code means;

          a generation program code means which  
35 identifies terminals to which resources are distributed on the basis of said resources and configuration information stored in said storing

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part, and generates a list describing correspondence between said resources and said terminals to which said resources are distributed; and

5 a distribution program code means which distributes said resources described in said list to said terminals described in said list.

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16. A computer readable medium storing program code for causing a computer to perform processes of a terminal which is connected to a remote maintenance apparatus via a network,

15 comprising:

an input program code means which inputs user information;

20 a collection program code means which collects apparatus information of said terminal and configuration information of said terminal when said input program code means inputs said user information; and

25 a send program code means which sends said apparatus information and said configuration information, and said user information to said remote maintenance apparatus while maintaining correspondences of said apparatus information, said configuration information and said user information.

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17. A computer readable medium storing program code for causing a computer to perform processes of a terminal which is connected to a remote maintenance apparatus via a network, comprising:



an obtaining program code means which obtains resources distributed from said remote maintenance apparatus;

5 a setting program code means which sets said resources in an application waiting state or in an immediate execution state;

10 a control program code means which executes said resources when conditions for releasing said application waiting state is satisfied or when said resources are set in said immediate execution state.

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